

December 21, 2020

BY ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888

RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid for Approval of a Change in Electric and Gas Base Distribution Rates Low-Income Monthly Reports – November 2020

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed an electronic copy² of the Company's Low-Income Monthly Report for November in the above-referenced docket.

Thank you for your attention to this matter. If you have any questions, please contact me at 781-907-2121.

Very truly yours,

Raquel J. Webster

Enclosure

cc: Docket 4770 Service List Linda George, Division John Bell, Division

Al Mancini, Division Christy Hetherington, Esq.

Leo Wold, Esq.

¹ The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

² Per Commission counsel's update on October 2, 2020, concerning the COVID-19 emergency period, the Company is submitting an electronic version of this filing. The Company will provide the Commission Clerk with five (5) hard copies of the enclosures upon request.

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
	OTHER REPORTS - MAPPING	Consul Decidential	DAIA JOUILE	агозил
1		General Residential Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	Calculated	Line 1.a+1.b
1.a	Credit and Collections Activity Report line 1	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "active" or "pending final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to "C" regardless of the rate class. Thus, churches are not included in this residential reporting.
1.b		Number of FINAL Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 058) for an account, the CD-RES-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting.
2	Credit and Collections Activity	Total Billed, does not include ESCO Average active residential account bill (line 2 / line 1.a)	Page Center Rpt (NECO RP 82) Calculated	Dollars billed to residential accounts in the reporting month, excluding ESCO commodity charges Line 2 divided by Line 1.a
3	Report line 2		PageCenter Rpt CN778	
4		Total Receipts		All payments for Active and Non-Active Accounts- 60/40 allocation
6		Total Number of Accounts Protected through SPECIAL PROTECTIONS Number of Standard Accounts Protected	Calculated Calculated	Sum of lines 6 and 7 Sum of lines 6.a through 6.f
6.a 6.b		Elderly Infant	CCAE Query CCAE Query	Number of standard active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly) Number of standard active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)
6.c		Handicapped	CCAE Query	Number of standard active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of standard active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code 35 is
6.d		Welfare	CCAE Query	not used in practice, as all welfare is by definition low income.
6.e		Unemployed Seriously ill	CCAE Query CCAE Query	Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed) Number of standard active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
5.f 7		Number of Low-Income Accounts Protected	Calculated	Sum of lines 7.a through 7.f
7.a 7.b		Elderly Infant	CCAE Query CCAE Query	Number of low-income active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly) Number of low-income active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)
		Handicapped	CCAE Query	Number of low-income active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note
7.c		**		that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of low-income active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare).
7.d		Welfare	CCAE Query	Note: CHC code 35 is not used in practice, as all welfare is by definition low income.
7.e		Unemployed	CCAE Query	Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
7.f		Seriously ill Delinquency (includes Active and Pending final accounts)	CCAE Query	Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
8		Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 8.a + 8.b
8.a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA
8.b		Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of	CCAE Query Calculated	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA Line 9.a + 9.b
9 9.a		a bill Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA
9.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
10		Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 10.a + 10.b
.0.a .0.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of	Calculated	Line 11.a + 11.b
.1 .1.a		a bill Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA
1.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 12.a + 12.b
12.a		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CAE Query CCAE Query	Line 12.a + 12.b Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA
12.a 12.b		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA
12.a 12.b 13 13.a		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA	CCAE Query CCAE Query Calculated CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA
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12.a 12.b 13.a 13.a 13.b 14.a 14.a 15.1 15.a		Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA	CCAE Query CCAE Query Calculated CCAE Query CCAE Query Calculated	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8a, 10, a, and 12.a Sum of lines 8b, 10, a, and 12.b Line 15.a + 15.b Sum of lines 9.a, 11, a, and 13.a Sum of lines 9.a, 11, a, and 13.a
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12.a 12.b 13.3 13.a 13.b 14.4 14.b 15.b 15.a 15.b 16.6 17		Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of declinquent accounts with oldest arrivers aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above that have an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CAE Query Calculated CCAE Query Calculated CCAE Query Calculated COIL Agency Performance Report CCAE Query CCAE Query CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.a, 10, a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 9.b, 11b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15 + 15.c Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2
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12.a 12.b 13.a 13.b 14.b 15.b 15.a 15.b 15.a 15.b 12.c 22.c 22.d 24.c 24.d 225.a 225.a 225.a	DKT 1725 line 6; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 4	Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Total Dollar value of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Dollar Value of current accounts Total Dollar Value of current accounts Number of active and Pending Final A/R Collection Agencies Number of eases referred to collection agencies Payment Plans Number of payment plans defaulted Number of payment plans defaulted Number of payment plans defaulted Number of payment plans active DPA Number of Active Step-plan agreements Number of Company issued non-Step plans Number of Company issued non-Step plans Number of Company issued non-Step plans Number of Fervice Disconnections for non-payment Number of Service Disconnections for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment in excess of \$1000 Ratio of Service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment to total Residential Customers	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query CCAE Query Calculated Calculated Calculated Calculated Calculated Calculated Calculated Calculated Calculated CCAE Query Color Query Color Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.a, 10, a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15.a + 15.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15.a + 15.c Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.
12 12.a 12.b 13.a 13.b 14.1 14.a 14.b 15.a 15.a 16.1 17 18 19 20 21 21.c 21.c 22.c 22.d 24.c 24.d 24.c 25.b	DKT 1725 line 6; Credit and Collections Activity Report line 5; DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 9; Terminations and Reconnects Report DKT 1725 line 4 DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of elienquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above that have an active DPA Total Ollar Value of delinquent accounts Number of accounts reported above that have an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Active and Pending Final A/R Collection Agencies Number of cases referred to collection agencies Payment Plans Number of repayment plans, not including AMP Number of new payments plans, not including AMP Number of payment plans defaulted Number of active payment agreements Number of Company issued non-Step plans Number of Company issued non-Step plans Number of Company issued non-Step plans Number of regulatory order non-Step plans Number of Fervice Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment and accounts with NO special protection Average balance of Service Disconnections for non-payment and accounts with NO special protection Average balance of Service Disconnections for non-payment and accounts with NO special protection Average balance of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query Calculated CCAE Query Calculated CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Une 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Une 14.a + 14.b Sum of lines 8.b, 10.b, and 12.a Sum of lines 8.b, 10.b, and 12.b Sum of lines 8.b, 10.b, and 12.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Une 15.a + 15.b Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month Count of active non-AMP payment plans with terms adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 count of active non-AMP payment plans with terms adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of
12.a 12.b 13.a 12.b 13.a 13.b 14.b 14.a 14.b 15.b 15.a 16.b 17.7 18.b 19.20 21.c 21.c 22.d 24.c 24.d 225.b	DKT 1725 line 8 DKT 1725 line 6; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects Report	Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Dollar Value of current accounts Total Dollar Value of current accounts Number of cases referred to collection agencies Payment Plans Number of cases referred to collection agencies Payment Plans Number of payment plans defaulted Number of payment plans defaulted Number of payment plans acfaulted Number of Active Step-plan agreements Number of Company issued non-Step plans Number of Company issued non-Step plans Number of Company issued non-Step plans Number of Commission sanctioned "October Rule" payment plans Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO specia	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query CCAE Query CCAE Query CAIculated Calculated CAE Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Une 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Low 14.a + 14.b Sum of lines 8.b, 10.b, and 12.b Sum of lines 8.b, 10.b, and 12.b Sum of lines 8.b, 10.b, and 13.b Sum of lines 9.b, 11.b, and 13.b Sum of lines 9.b, 11.b, and 13.b Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule" payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of one non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
	OTHER REPORTS - MIAPPING		BAIAGONEL	GL033ATT
		Number of Service Restorations within 7 days of termination on accounts WITH a special	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
26.b	Report line 9; Terminations and Reconnects Report	protection	ed a gary	The number of decounts included above 11111 o special protection of state of times of the open of the number of th
27	Terminations and Reconnects	Average balance of of service restorations	CCAE Query	Sum of balances at time of restoration divided by the number of restorations
27.a	Report	Average balance of of service restorations on accounts with NO special protection	CCAE Query	The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
27.b	Terminations and Reconnects Report	Average balance of of service restorations on accounts WITH a special protection	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
28		Average duration of service disconnection for Service Restorations within 7 days of termination	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 24 are averaged
29		Write-Offs Number of Accounts Classified as Written-Off	Calculated	Line 29.a + 29.b
29.a		Number of Residential Accounts Classified as Written-Off	CCAE Query	Number of accounts that moved from final to write-off status in the reporting month
29.b	DKT 1725 row 10 had res and	Number of Commercial and Industrisal Classified as Written-Off	CCAE Query Calculated	Number of accounts that moved from final to write-off status in the reporting month Line 30.a + 30.b
30 30.a	com combined	Dollar Value of Accounts Classified as Written-Off Dollar Value of Residential Accounts Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
30.b	DUT ATOM	Dollar Value of Commercial and Industrisal Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
31	DKT 1725 row 11 had res and com combined	Dollar Value of write-off recoveries	Calculated	Line 31.a + 31.b
31.a 31.b		Dollar Value of Residential write-off recoveries Dollar Value of Commercial and Industrisal write-off recoveries	CCAE Query CCAE Query	Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
32	DKT 1725 row 12 had res and com combined	Dollar value of NET A/R Write-Offs	Calculated	Line 30 minus line 31.
32.a	com combined	Dollar Value of Residential NET A/R Write-Offs	CCAE Query	Line 30.a minus line 31.a
32.b		Dollar Value of Commercial and Industrisal NET A/R Write-Offs Low Income Discount Rate	CCAE Query	Line 30.b minus line 31.b
33 33.a		Number of Low-Income Accounts Number of Accounts (no rider)	CCAE Query	Line 33.a + 33.b Number of accounts on a low-income rate and having NO active rider
33.b 34		Number of Accounts (with rider) Percent of customers on the low-income discount	CCAE Query Calculated	Number of accounts BOTH on a low-income rate and having an active rider Line 33 divided by line 1.a
35		Total receipts	CCAE Query	All payments posted to low income accounts during the reporting month
36 36.a		Total receipts paid by LIHEAP Total receipts paid by Regular LIHEAP	Calculated CCAE Query	Line 36.a + 36.b Subset of line 35 with a source code of Regular LIHEAP
36.b 37		Total receipts paid by Crisis LIHEAP Total number of customers receiving a LIHEAP payment for the month	CCAE Query CCAE Query	Subset of line 35 with a source code of Crisis LIHEAP Number of accounts coded low income to which a LIHEAP payment posted during the reporting month
38		Total billed	CCAE Query	Subset of line 1 attributed to low-income accounts
		Delinquency Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after	Calculated	Line 39.a + 39.b
39 39.a		issuance of a bill Number of accounts reported above that have an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days HAVING an active DPA
39.b		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days having NO active DPA
40		issuance of a bill	Calculated	Line 40.a + 40.b
40.a 40.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 39.a Dollar value of total A/R on accounts reported in line 39.b
41		Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 41.a + 41.b
41.a 41.b		Number of accounts reported above that have an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged between 60-89 days HAVING an active DPA Accounts on a low-income rate with oldest debits aged between 60-89 days having NO active DPA
		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after		Accounts on a row-income rate with oldest debits aged between 60-89 days having NO active DPA Line 42.a + 42.b
42 42.a		issuance of a bill Dollar value of accounts reported above that have an active DPA	CCAE Query	Dollar value of total A/R on accounts reported in line 41.a
42.b		Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 90+ Days after	CCAE Query	Dollar value of total A/R on accounts reported in line 41.b
43		issuance of a bill	Calculated	Line 43.a + 43.b
43.a 43.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged 90 or older days HAVING an active DPA Accounts on a low-income rate with oldest debits aged 90 days or older having NO active DPA
44		Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 44.a + 44.b
44.a 44.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 43.a Dollar value of total A/R on accounts reported in line 43.b
45		Total Number of low-income delinquent accounts	Calculated Calculated	Line 45.a + 45.b
45.a 45.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	Calculated	Sum of lines 39.a, 41.a and 43.a Sum of lines 39.b, 41.b and 43.b
46 46.a		Total Dollar Value of low-income delinquent accounts Dollar value of accounts reported above that have an active DPA	Calculated Calculated	Line 46.a + 46.b Sum of lines 40.a, 42.a and 44.a
46.b		Dollar value of accounts reported above without an active DPA Shut-Offs	Calculated	Sum of lines 40.b, 42.b and 44.b
47		Number of low-income Accounts Sent Notice of Disconnection	CCAE Query	Subset of line 21 attributable to low-income accounts
48		Number of low-income Service Disconnections for Non-Payment Ratio of low-income service disconnections for nonpayment to total low-income	CCAE Query Calculated	Subset of line 22 attributable to low-income accounts Line 48 divided by line 33
49		Residential Customers Restorations		
50		Number of low-income Service Restorations for non-payment	CCAE Query	Subset of line 22 attributable to low-income accounts
51		Average duration of low-income service disconnection for restored accounts Write-Off	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 50 are averaged
52		Number of low-income accounts Classified as Written-Off	CCAE Query	Subset of accounts on line 29 that are on a low-income rate
53 54 55		Dollar Value of low income accounts classified as written-off Dollar Value of low-income write-off recoveries	CCAE Query CCAE Query	Subset of line 30 associated with low-income accounts Subset of line 31 associated with low-income accounts
55		Dollar value of NET low-income A/R Write-Offs Arrearage Management Program	Calculated	Line 53 minus line 54.
56 57		Number of Accounts (total enrollees in the program)	Pat Murray / Damaris Dominguez Calculated	Number of accounts actively on AMP at time of query
58		Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees	Pat Murray / Damaris Dominguez	Line 56 divided by line 33 Total CUSTOMER payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
59		Total receipts paid by LIHEAP Total billed to program participants, includes both arrears payment and current bill	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Total LIHEAP payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query. Total "due" amounts on bills to AMP customers with a billing date in the reporting month. Includes new charges and any due monthly AMP
50 51		Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers	Calculated	installments. Line 61.a + 61.b
		Number of newly enrolled customers: not associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that had NOT experienced a service termination immediately prior to enrollments
51.a		Number of newly enrolled customers: associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that HAD experienced a service termination immediately prior to enrollments
61.b 62		Number of customers exited the program	Calculated	Line 62.a + 62.b
52.a 52.b		Number of customers exited the program by default Number of customers exited the program by cancellation	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Number of AMP agreements with an end date in the reporting month and a status of defaulted Number of AMP agreement with an end date in the reporting month and a status of cancelled
63		Number of customers successfully completing a 12-month program	Calculated	Number of AMP agreement with an end date in the reporting month and a status of cancelled Line 63.a + 63.b
63.a		Number of customers successfully completing a 12-month program with remaining arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed with arrears remaining on the account
63.b		Number of customers that have fully completed the program with full pay-down to zero arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed and no arrears remaining on the account
		Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after	Pat Murray / Damaris Dominguez	Subset of line 55 having arrears aged 60 days or greater
64		issuance of a bill Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	Pat Murray / Damaris Dominguez	Total A/R on the accounts reported in line 63
65 66		Number of AMP program participants receiving LIHEAP	Pat Murray / Damaris Dominguez	Number of accounts actively on AMP at time of query with at least one LIHEAP-sourced payment in the reporting month
67		Percent of AMP customers receiving LIHEAP payments	Calculated	Line 66 divided by line 56

		Nov-19		Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Λιια-20	Sep-20	Oct-20	Nov-20	
			Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas		Electric Gas	Aug-20 Electric Gas	Electric Gas		Gas Electric	Gas
	General Residential	Licotiio	Gus	Licetile Gus	Licetile Gus	Licetine	Licetine Gus	LICOUITE GUS	Licetife Gus	Electric dus		Licetile Gus	Liceti ie dus	Licetine	CGS Electric	Gus
1	Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	451,474	256,915	462,854 263,29	6 450,512 257,018	450,309 256,8	801 450,316 256,771	450,501 256,688	450,479 256,473	450,469 256,122	450,601 256,019	450,744 255,861	450,789 255,914	451,054	256,083 451,263	256,508
1.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	441,292	251,208	441,787 251,83	75 442,083 251,969	442,291 252,0	069 442,301 251,897	442,478 251,834	442,464 251,599	442,454 251,248	442,586 251,145	442,729 250,987	442,774 251,040	443,019	251,318 443,233	251,752
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts	10,182	5,707	21,067 11,43	1 8,429 5,049	8,018 4,7	732 8,015 4,874	8,023 4,854	8,015 4,874	8,015 4,874	8,015 4,874	8,015 4,874	8,015 4,874	8,035	4,765 8,030	4,756
2	Total Billed, does not include ESCO	\$41,385,355 \$19,	,684,328	\$50,576,624 \$35,571,0	3 \$60,515,378 \$46,331,683	\$48,129,743 \$38,915,3	396 \$47,207,027 \$36,163,008	\$46,253,989 \$30,056,840	\$43,428,945 \$25,091,761	\$44,969,329 \$11,706,749 \$6	6,637,948 \$8,914,138	\$81,419,546 \$8,764,246	\$57,646,292 \$8,223,757	\$46,990,900 \$10	,158,138 \$48,236,571 \$1	19,110,382
3	Average active residential account bill (line 2 / line 1.a)	\$93.78	\$78.36	\$114.48 \$141.2	3 \$136.89 \$183.88	\$108.82 \$154	.38 \$106.73 \$143.56	\$104.53 \$119.35	\$98.15 \$99.73	\$101.64 \$46.59	\$150.56 \$35.49	\$183.90 \$34.92	\$130.19 \$32.76	\$106.07	\$40.42 \$108.83	\$75.91
4	Total Receipts	\$17,089,396 \$11,	,392,931	\$21,102,488 \$14,068,3	5 \$24,069,568 \$16,046,379	\$25,677,600 \$18,918,4	100 \$24,450,319 \$16,300,213	\$21,628,692 \$14,419,128	\$20,471,432 \$13,647,621	\$19,586,462 \$13,057,641 \$2	6,856,555 \$3,662,258	\$32,309,978 \$4,405,906	\$33,111,574 \$4,515,215	\$31,216,648 \$4	,256,816 \$26,382,637 \$	\$3,597,632
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS	6,932	4,404	6,698 4,2	6,731 4,283	6,706 4,2	249 6,773 4,298	6,790 4,296	6,745 4,260	6,773 4,250	6,826 4,287	6,767 4,250	6,734 4,232	6,655	4,182 6,666	4,188
6	Number of Standard Accounts Protected	3,911	2,583	3,970 2,53	4,008 2,569	3,875 2,4	168 3,942 2,478	3,974 2,484	3,949 2,477	3,884 2,412	3,975 2,459	4,012 2,457	4,084 2,507	4,166	2,522 4,246	2,557
	Elderly	1,092	791	1,029 73	-,			1,057 742	1,050 744	1,045 725	1,108 754	1,136 757	1,133 773	1,145	776 1,172	788
6.b	Infant	307	234	325 23				297 198	303 196	278 178	278 180	289 188	309 198	328	205 337	214
6.c	Handicapped	496	282	287 1	7 287 165	293 1	175 283 151	304 163	309 178	297 163	303 167	454 256	320 171	327	164 348	179
6.d	Welfare	0	0	0	0 0 0	0	0 0 0	0 0	0 1	0 1	0 1	0 1	0 1	0	1 0	1
6.e	Unemployed	14	4 272	13	5 13 5	13	5 19 9	41 20	51 28	62 36	69 43	73 44	74 44	74	44 79	48
	Seriously ill	2,002	1,272	2,316 1,4:				2,275 1,361	2,236 1,330	2,202 1,309	2,217 1,314	2,060 1,211	2,248 1,320		1,332 2,310 1,660 2,420	1,327
	Number of Low-Income Accounts Protected	3,021 794	1,821	2,728 1,7: 714 4				2,816 1,812 780 512	2,796 1,783 783 509	2,889 1,838 790 518	2,851 1,828 786 526	2,755 1,793	3 2,650 1,725 7 754 503		1,000 2,120	1,631 483
7.a	Elderly Infant	794 409	489	714 45 349 28	727 103	, , , , ,	705 517	780 512 296 241	783 509 286 234	790 518 306 244	786 526 293 236	796 527 270 222	7 754 503 2 243 201		488 706 189 204	483
7.0	Handicapped	547	317	349 20				319 187	324 198	328 190	325 190	476 272	2 243 201		170 271	1/8
7.C	Welfare	0	302 0	0	0 0 0	0 347	0 0 0	0 0	0 0	0 0	0 0	0 (0 0	0 0	0 0	103
7.u	Unemployed	3	1	2	1 1 1	1	1 2 2	5 2	10 2	14 4	17 5	16	5 16 7	7 15	7 22	11
7.f	Seriously ill	1,268	712	1,356 8:	4 1,350 810	1,394	346 1.446 883	1,416 870	1,393 840	1,451 882	1,430 871	1,197 767	7 1,342 839	1,263	806 1,217	794
· · ·	Delinquency (Includes Active and Pending final accounts)	2,200	, 12	2,000 0.	2,555 810	1,554	2,170 663	2,120 870	1,555 640	2,132 002	1,.55 8/1	1,137 707	2,5.2 833	1,203	1,217	,,,,,
8	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	44,178	22.606	56,469 33,90	9 36,027 23,551	43,126 26,7	761 40,244 24,810	33,613 20,124	29,030 16,427	31,190 17,175	29,406 13,897	34,494 14,182	39,849 15,244	33,776	15,357 32,661	17,412
8.a	Number of accounts reported above that have an active DPA	888	361	727 4		1,367 1,0		760 487	667 379	633 301	554 149	729 104	835 103	548	114 421	112
8.b	Number of accounts reported above without an active DPA	43,290	22,245	55,742 33,50	-,	,,		32,853 19,637	28,363 16,048		28,852 13,748		39,014 15,141		15,243 32,240	17,300
9	Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	-,	,075,285	\$12,675,258 \$6,226,12	. ,	\$13,361,510 \$9,318,8	, , ,	\$11,588,256 \$8,293,736	\$10,809,510 \$7,066,576	,	9,815,138 \$2,825,425	\$13,921,320 \$2,257,557	\$18,360,674 \$2,245,111		,363,416 \$11,774,119 \$,
9.a	Dollar Value of accounts reported above that have an active DPA	\$1,957,334 \$	\$469,971	\$1,825,547 \$646,03	3 \$1,872,662 \$898,110	\$2,264,948 \$1,184,4	132 \$1,846,778 \$1,076,772	\$1,177,428 \$665,341	\$1,104,655 \$598,070	\$1,135,033 \$568,614 \$	1,105,198 \$316,233	\$1,341,534 \$235,865	\$1,664,097 \$224,443	\$1,564,110	\$276,195 \$1,408,842	\$266,793
9.b	Dollar Value of accounts reported above without an active DPA		,605,314	\$10,849,711 \$5,580,10				\$10,410,828 \$7,628,395	\$9,704,856 \$6,468,507		8,709,940 \$2,509,192	\$12,579,786 \$2,021,692	\$16,696,578 \$2,020,668		,087,220 \$10,365,277 \$	
10	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	20,046	8,068	21,424 10,0	14,539 8,187	14,835 9,6	592 19,293 12,567	19,942 13,564	16,291 10,714	13,600 8,516	13,290 7,998	13,083 6,374	14,980 6,005	18,172	5,817 16,270	6,289
10.a	Number of accounts reported above that have an active DPA	2,350	580	1,480 55	8 1,604 847	1,973 1,3	354 2,084 1,523	1,203 883	1,053 698	954 567	825 375	777 223	1,033 161	1,300	192 968	230
10.b	Number of accounts reported above without an active DPA	17,696	7,488	19,944 9,40	7,340	12,862 8,3	338 17,209 11,044	18,739 12,681	15,238 10,016	12,646 7,949	12,465 7,623	12,306 6,151	13,947 5,844	16,872	5,625 15,302	6,059
11	Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$6,756,471 \$1,	,505,311	\$6,552,839 \$2,007,10	3 \$5,360,947 \$2,682,279	\$6,269,076 \$4,060,0	081 \$7,932,080 \$5,515,932	\$8,037,428 \$6,259,422	\$7,448,856 \$5,542,921	\$7,134,979 \$4,937,694 \$	6,395,682 \$3,945,837	\$6,564,096 \$2,171,804	\$8,454,034 \$1,641,106	\$11,467,502 \$1	,520,503 \$9,919,551 \$	\$1,754,804
11.a	Dollar Value of accounts reported above that have an active DPA	\$1,991,246 \$	\$344,016	\$1,655,276 \$404,93	8 \$1,275,983 \$474,936	\$1,493,685 \$711,9	974 \$1,699,767 \$882,187	\$996,693 \$599,415	\$930,370 \$554,762	\$983,842 \$564,952	\$985,245 \$503,916	\$910,031 \$275,062	\$1,068,621 \$208,281	\$1,662,583	\$207,490 \$1,558,143	\$248,020
11.b	Dollar Value of accounts reported above without an active DPA	\$4,765,225 \$1,	,161,294	\$4,897,563 \$1,602,13	5 \$4,084,964 \$2,207,343	\$4,775,391 \$3,348,1	106 \$6,232,313 \$4,633,745	\$7,040,734 \$5,660,007	\$6,518,485 \$4,988,159	\$6,151,137 \$4,372,743 \$	5,410,437 \$3,441,922	\$5,654,065 \$1,896,741	\$7,385,413 \$1,432,825	\$9,804,918 \$1	,313,013 \$8,361,407 \$	\$1,506,784
12	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	43,538	28,057	49,222 28,83	8 45,751 26,071	42,900 23,8	43,679 25,491	50,138 30,686	53,165 33,997	52,257 34,954	51,562 36,025	51,904 37,483	51,389 36,533	54,648	35,900 60,417	36,024
12.a	Number of accounts reported above that have an active DPA	12,288	6,144	12,123 5,5	9,990 4,210	9,372 3,8	851 8,667 3,811	6,287 2,873	6,087 3,090	6,619 3,615	7,305 4,247	6,653 3,997	6,021 3,696	7,462	4,049 8,803	4,270
12.b	Number of accounts reported above without an active DPA	31,250	21,913	37,099 23,2	35,761 21,861	33,528 19,9	992 35,012 21,680	43,851 27,813	47,078 30,907	45,638 31,339	44,257 31,778	45,251 33,486	45,368 32,837	47,186	31,851 51,614	31,754
13	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$30,109,208 \$20,	,492,994	\$32,787,057 \$20,099,88	3 \$32,392,338 \$19,090,697	\$31,632,079 \$17,944,6	525 \$32,965,511 \$19,299,358	\$36,984,938 \$22,553,802	\$39,608,745 \$25,134,446	\$40,754,032 \$26,819,356 \$4	3,203,552 \$29,000,736	\$45,302,354 \$30,602,450	\$46,724,416 \$30,038,351	\$51,395,635 \$29	,577,066 \$57,777,198 \$2	29,534,097
13.a	Dollar value of accounts reported on above that have an active DPA	\$6,985,172 \$3,	,525,711	\$6,898,206 \$3,314,30	0 \$5,409,965 \$2,546,223	\$4,990,057 \$2,177,0	+ -// +-//	\$3,977,861 \$1,814,848	\$4,238,783 \$2,038,507		5,514,961 \$3,056,608	\$5,159,593 \$2,958,450	\$4,608,596 \$2,601,669	\$5,615,064 \$2		\$2,958,010
13.b	Dollar value of accounts reported above without an active DPA	\$23,124,035 \$16,	,967,283	\$25,888,850 \$16,785,58	3 \$26,982,372 \$16,544,474	\$26,642,022 \$15,767,5	98 \$28,180,502 \$17,195,390	\$33,007,078 \$20,738,954	\$35,369,962 \$23,095,939		7,688,591 \$25,944,128	\$40,142,761 \$27,644,000	\$42,115,820 \$27,436,682	\$45,780,570 \$26		26,576,088
14	Total Number of delinquent accounts	107,762	58,731	127,115 72,83		,		103,693 64,374	98,486 61,138	97,047 60,645	94,258 57,920	99,481 58,039	106,218 57,782		57,074 109,348	59,725
14.a	Number of accounts reported above that have an active DPA	15,526	7,085	14,330 6,60				8,250 4,243	7,807 4,167	8,206 4,483	8,684 4,771	8,159 4,324	7,889 3,960	•	4,355 10,192	4,612
14.b	Number of accounts reported above without an active DPA	92,236	51,646	112,785 66,2		, ,	. ,	95,443 60,131	90,679 56,971	88,841 56,162	85,574 53,149	91,322 53,715	98,329 53,822		52,719 99,156	55,113
15	Total Dollar Value of delinquent accounts	\$47,201,654 \$25,	, ,	\$52,015,153 \$28,333,1	1 -7- /- 1 -7 - 7			\$56,610,622 \$37,106,961			9,414,372 \$35,771,999	\$65,787,770 \$35,031,811	\$73,539,124 \$33,924,568			
15.a	Dollar Value of accounts reported above that have an active DPA	+//· +·/	,339,699	\$10,379,030 \$4,365,30	0 \$8,558,610 \$3,919,269	\$8,748,691 \$4,073,4	1 1 1 1 1 1 1	\$6,151,982 \$3,079,604	\$6,273,808 \$3,191,339	1 /222/222 12/22 / 2	7,605,404 \$3,876,757	\$7,411,158 \$3,469,378	\$7,341,314 \$3,034,393	1 - 7 - 7 1 -	,000,000 , 0,000,000 ,	\$3,472,822
15.b	Dollar Value of accounts reported above without an active DPA	\$36,267,901 \$20,		\$41,636,124 \$23,967,83		\$42,513,975 \$27,250,1		\$50,458,640 \$34,027,356	\$51,593,303 \$34,552,605	+0-/0-0/000 +0 ·/-00/0 ·0 +0	1,808,969 \$31,895,242	\$58,376,612 \$31,562,433	\$ \$66,197,810 \$30,890,175	\$68,055,190 \$30		
	Total Dollar Value of current accounts	\$33,289,037 \$16,		\$35,498,526 \$21,049,7		\$39,209,892 \$28,386,4		\$35,407,641 \$21,004,424	\$33,530,144 \$16,698,384		4,167,851 \$7,573,494	\$61,691,717 \$7,379,461	\$46,511,817 \$7,236,024			
1/	Total Active and Pending Final A/R	\$80,490,691 \$41,	,513,/34	\$87,513,680 \$49,382,89	1 \$95,169,569 \$61,222,920	\$90,472,558 \$59,710,0	22 \$88,410,564 \$56,518,311	\$92,018,262 \$58,111,385	\$91,397,255 \$54,442,328	\$91,715,586 \$46,653,471 \$11	3,582,223 \$43,345,493	\$127,479,487 \$42,411,271	\$120,050,941 \$41,160,592	\$114,105,263 \$42	,451,649 \$115,157,026 \$4	17,857,860
	Collection Agencies															
18	Number of cases referred to collection agencies	2,214	1,351	2,138 1,33	1,770 1,099	1,495 1,0	1,848 1,271	0 0	0 0	0 0	0 0	0 (0 0	2,071	1,334 2,059	1,259 No
	Payment Plans															
	Number of new payments plans, not including AMP	3,831	1,628	3,644 1,83		3,579 2,3	2,816 1,865	1,454 954	1,771 1,128	2,626 1,578	2,309 1,307	1,800 790	2,642 1,037		1,513 3,138	1,296
20	Number of payment plans defaulted	4,577	2,220	5,152 2,39		3,116 1,6		4,055 2,319	1,713 902	1,742 1,049	1,414 823	2,119 1,112	2,251 1,070	1,807	840 2,067	975
	Number of active payment agreements	11,408	4,850	8,758 3,86	-, ,,			5,950 3,149	5,816 3,221	6,367 3,652	6,705 3,845	5,909 3,302	5,882 3,046	,	3,657 8,212	3,800
	Number of Active Step-plan agreements	7,501	3,160	5,121 2,1		-, -,	,	2,762 1,518	2,190 1,252	2,101 1,290	2,059 1,263	1,686 1,004	1,459 789	1,683	867 1,658	797
	Number of Company issued non-Step plans	3,557	1,579	3,452 1,63	-, ,-	, , , , , ,		2,859 1,476	3,348 1,837	/	4,451 2,490	4,064 2,226	4,296 2,196	-,	2,735 6,458	2,953
	Number of regulatory order non-Step plans	222	65	158	0 142 43	142	46 104 33	94 33	83 28	75 23	74 21	65 14	59 12	2 50	12 46	12
	Number of Commission sanctioned "October Rule" payment plans	128	46	27	3 21 10	14	8 11 6	235 122	195 104	155 79	121 71	94 58	8 68 49	59	43 50	38
	Number of new budget plans, not including AMP	1,225	687	1,389 1,00	7 1,842 1,258	1,380	383 1,105 718	601 387	765 434	911 427	1,049 407	1,055 344	1,003 415	1,173	601 1,002	517
	Shut-Offs			21.000												
	Number of Accounts Sent Notice of Disconnection for non-payment	26,772	14,763	31,872 18,9		-, -, -,		0 0	0 0	0 0	0 0	0 (0 0	0	0 0	0
	Number of Service Disconnections for non-payment	2	1	0	0 0 0	10	52 11 51	0 0	0 0	0 0	0 0	0 (0 0	0	0 0	0
	Number of Service Disconnections for non-payment on accounts with NO special protection	2	1	0	0 0 0	10	52 11 51	0 0	0 0	0 0	0 0	0 (0 0	0	0 0	0
	Number of Service Disconnections for non-payment on accounts WITH a special protection	0	0	0	0 0 0	0	0 0 0	0 0	0 0	0 0	0 0	0 (0 0	0	0 0	0
	Number of Service Disconnections for non-payment in excess of \$1000	0	0	0	0 0 0	6	32 7 47	0 0	0 0	0 0	0 0	0 (0 0	0	0 0	0.000
	Ratio of service disconnections for nonpayment to total Residential Customers	0.0% \$588	0.0%	0.0% 0.0				0.0% 0.0%	0.0% 0.0%		0.0% 0.0%	0.0% 0.0%	0.0% 0.0%		0.0% 0.0%	0.0%
25	Average balance of Service Disconnections for non-payment	\$588	\$671	\$0 :	\$0 \$0 \$0	\$1,864 \$1,7	747 \$1,745 \$3,760	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0	\$0 \$0	\$0
25.2	Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$588	\$671	\$0	50 \$0 \$0	\$1,864 \$1,7	747 \$1,745 \$3,760	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	50 50	\$0	\$0 \$0	\$n
25.a 25.b	Average balance of Service Disconnections for non-payment on accounts WITH a special protection	\$588	\$0/1 ¢0	\$0 \$0	50 \$0 \$C	\$1,864 \$1,7 \$0	\$0 \$0 \$0	\$0 \$0	\$0 \$0 \$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0 \$0 \$0	50 \$0	\$0 \$0	\$U \$0
۵.0	raverage parameter of pervice proconnections for non-payment on accounts with a special protection	ŞU	ŞU	. نې	-ο γυ Şt	٠, ٥٠	0 ب کو	0 کو پ	0 ب	∪د بر	0 کو	اک کر	, şu şu	JŲ	UÇ UÇ	ŞU

Note below

		Nov-1		Dec-19		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20
	Restorations	Electric	Gas	Electric	Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas
26	Number of Service Restorations within 7 days of termination	1	1	0	0	0 (8	36 8 2	9 0	0 0 0	0 0	0 0	0	0 0	0 0 0	0 0
	Number of Service Restorations within 7 days of termination on accounts with NO special protection															
26.a		1 0	1	0	0	0 0	8	36 8 2	9 0 0 0	0 0 0	0 0	0 0	0	0 0	0 0 0	0 0
26.0	Number of Service Restorations within 7 days of termination on accounts WITH a special protection Average balance of of service restorations	U	U	U	0	0 (U	0 0	0	0 0 (0 0	0 0	0	0 0	0 0	0 0
27.a	Average balance of of service restorations on accounts with NO special protection	\$610	\$604	\$0	\$0	\$0 \$0	\$977 \$1,4	42 \$633 \$2,15	4 \$0 \$	io \$0 \$(0 \$0 \$(\$0 \$0	\$0 \$	0 \$0 \$	0 \$0 \$0	\$0 \$0
27.b	Average balance of of service restorations on accounts WITH a special protection	\$0	\$0	\$0	\$0	\$0 \$0	\$0	\$0 \$0 \$	0 \$0 \$	50 \$0 \$0	0 \$0 \$(\$0 \$0	\$0 \$	0 \$0 \$	0 \$0 \$0	\$0 \$0
28	Average duration of service disconnection for Service Restorations within 7 days of termination Write-Offs	1.0	1.0	0.0	0.0	0.0 0.0	1.0	.0 1.0 1.	0 0.0 0.	.0 0.0 0.0	0.0 0.0	0.0 0.0	0.0	0 0.0 0	0.0 0.0	0.0 0.0
29	Number of Accounts Classified as Written-Off	1,728	1,086	1,927	1,238	2,148 1,319	1,738 1,1	02 1,479 85	4 1,572 1,16	9 1,132 73	3 2,643 1,733	3 1,503 1,044	1,556 94	6 1,831 1,23	5 1,859 1,183	1,384 843
29.a	Number of Residential Accounts Classified as Written-Off	1,605	1,040	1,811	1,188	2,008 1,250	1,550 1,0	· ·	8 1,391 1,09	9 1,015 673	2,555 1,555	· · · · · · · · · · · · · · · · · · ·	1,435 88	5 1,695 1,14	2 1,759 1,119	1,286 797
29.b	Number of Commercial and Industrisal Classified as Written-Off Dollar Value of Accounts Classified as Written-Off	123 \$1.380.296	\$944,854	\$1,186,764	50 \$876,905	140 69 \$1,404,211 \$907,733	188 \$1,566,865 \$874,1	62 204 6 46 \$1,007,628 \$607,82	6 181 7 6 \$1,033,307 \$832,18	0 117 60 5 \$731,439 \$469,103	0 248 135 3 \$1,567,556 \$1,192,575	5 127 66 5 \$922,616 \$748,581	121 6 \$719,811 \$492,96	1 136 9 3 \$725,776 \$648,20	3 100 62 4 \$878,972 \$578,165	98 46 5 \$879,835 \$678,315
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$1,380,296	\$849,237	\$1,186,764	\$824,588	\$1,154,054 \$838,478				57 \$560,979 \$423,783	2 \$1,345,311 \$1,102,64	5 \$834.028 \$710.284	\$561,473 \$463,21			
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off	\$126,298	\$95,617	\$127,869	\$52,317	\$250,157 \$69,255	\$289,197 \$69,0	34 \$288,926 \$71,78	3 \$180,335 \$41,01	.8 \$170,460 \$45,32	1 \$222,245 \$89,92	\$88,588 \$38,297	\$158,338 \$29,74	5 \$81,205 \$48,96	2 \$77,954 \$25,261	\$80,179 \$265,021
31	Dollar Value of write-off recoveries	\$585,178	\$485,529	\$434,688	\$357,372	\$387,609 \$280,127	\$505,076 \$315,2		5 \$446,798 \$309,38	9 \$466,034 \$326,993	3 \$392,916 \$274,979	\$334,778 \$255,803	\$318,825 \$208,94			\$444,220 \$299,886
31.a 31 h	Dollar Value of Residential write-off recoveries Dollar Value of Commercial and Industrisal write-off recoveries	\$450,483 \$134.696	\$430,670 \$54.858	\$403,868 \$30.820	\$340,521 \$16,852	\$358,716 \$268,097 \$28,893 \$12,031					1 \$383,253 \$271,250 2 \$9,663 \$3,72	5 \$316,605 \$251,985 3 \$18,172 \$3,818	\$300,664 \$200,93 \$18,161 \$8,01			
32	Dollar value of NET A/R Write-Offs	\$795,118	\$459,325	1 /	\$519,533	\$1,016,602 \$627,606			1 / 1-/				\$400,986 \$284,01		1 7 7 1 1 7 1 1 7 1 1 1	
32.a	Dollar Value of Residential NET A/R Write-Offs	\$803,516	\$418,567	\$655,028	\$484,067	\$795,338 \$570,382	, , . , . , . , . , .		1 -77	1 -7 1 - 7-	1 \$962,057 \$831,390	\$517,423 \$458,298	\$260,809 \$262,28		,, ,,.	
32.b	Dollar Value of Commercial and Industrisal NET A/R Write-Offs Low Income Discount Rate	-\$8,398	\$40,759	\$97,049	\$35,465	\$221,264 \$57,224	\$258,113 \$47,8	29 \$250,783 \$65,77	9 \$166,307 \$34,35	55 \$136,219 \$39,139	9 \$212,582 \$86,20	\$70,416 \$34,480	\$140,177 \$21,73	3 \$61,965 \$43,11	5 \$23,859 \$162	2 \$28,431 \$230,971
33	Number of Low-Income Accounts	32,808	18,424	31,253	17,947	31,501 17,884	33,157 19,4	25 33,935 20,53	8 34,195 21,09	2 34,194 21,110	0 34,854 21,498	34,347 21,390	33,480 21,07	2 32,795 20,81	6 31,256 20,207	7 30,649 19,959
33.a	Number of Accounts (no rider)	28,852	15,729	27,243	15,256	27,466 15,197	28,899 16,5	91 29,520 17,60	8 29,601 18,08	3 29,602 18,10	1 30,252 18,48	29,789 18,396	28,471 17,78	7 27,883 17,60	0 26,493 17,075	25,953 16,854
33.b	Number of Accounts (with rider)	3,956 7.4%	2,695 7.3%	4,010	2,691 7.1%	4,035 2,687 7.1% 7.1%	4,258 2,8 7.5% 7.5	· · · · · · · · · · · · · · · · · · ·			9 4,602 3,013 % 7.9% 8.69	2 4,558 2,994 6 7.8% 8.5%	5,009 3,28 7.6% 8.4'		6 4,763 3,132	2 4,696 3,105 6 6.9% 7.9%
35	Percent of customers on the low-income discount Total receipts	7.4% \$1.957.859	7.3% \$411.379	7.1% \$2.058.310	7.1% \$620,588	7.1% 7.1% \$2,734,193 \$1,207,038			% 7.7% 8.4° 1 \$2,387,671 \$946,87		% 7.9% 8.69 8 \$2,421,779 \$682,79	7.8% 8.5% 8.5% \$2,574,392 \$563,204	\$2,762,975 \$402,14			
36	Total receipts paid by LIHEAP	\$0	\$8,049	\$10,409	\$77,683	\$47,805 \$0	\$469,602 \$2,157,4					9 \$52,985 \$111,080	\$14,649 \$40,95			
36.a	Total receipts paid by Regular LIHEAP	\$0	\$6,520	\$7,535	\$76,085	\$37,712 \$0	\$350,386 \$2,050,8		1 /-	5 \$54,535 \$406,78	5 \$27,664 \$78,57	\$42,544 \$103,210	\$11,469 \$37,62	1		
36.b	Total receipts paid by Crisis LIHEAP Total number of systemass receiving a LIHEAP payment for the month	\$0	\$1,529	\$2,874 42	\$1,598	\$10,093 \$0	\$119,216 \$106,6 1.750 7.9		1 \$17,863 \$16,59 2 219 1,01	1 305 1.550 1 305 1.550	3 \$8,564 \$3,000 0 107 309	5 \$10,441 \$7,870 5 150 391	\$3,180 \$3,32 39 14		3 \$836 \$335	\$0 \$0
38	Total number of customers receiving a LIHEAP payment for the month Total billed	\$2,134,285	\$1,173,074	\$2,666,588	\$1,035,848	\$3,011,570 \$2,567,352	, , . , .	, , , , , , , , , , , , , , , , , , , ,		-,	6 \$2,320,559 \$787,01	5 \$3,271,171 \$604,188	\$4,143,790 \$596,53		7 \$2,272,532 \$670,844	\$2,427,344 \$1,275,122
	Delinquency															
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	3.471	1.128	2,635	1,296	3.184 1.730	3,257 1,5	57 2,776 1,15	9 2,784 1,25	3 2.664 1.093	2 2,475 910	2.457 776	3.164 86	8 3.349 82	2 2.860 907	7 2.318 950
39.a	Number of accounts reported above that have an active DPA	191	58	145	78	252 136				136 68	· ·	3 130 21	165 2	0 162 1	8 120 18	8 87 17
39.b	Number of accounts reported above without an active DPA	3,280	1,070	2,490	1,218	2,932 1,594	3,002 1,4	32 2,623 1,05	3 2,623 1,16	8 2,528 1,024	4 2,357 87	7 2,327 755	2,999 84	8 3,187 80	4 2,740 889	2,231 933
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$197.697	\$61.585	\$223.635	\$103,085	\$267,289 \$193,973	\$290,456 \$188,9	15 \$230,123 \$118,37	3 \$221,363 \$138,53	6 \$165,173 \$76,500	0 \$167,307 \$56,658	\$160,464 \$38,134	\$236,724 \$29,75	4 \$276,948 \$21,52	8 \$178,680 \$25,865	5 \$122,747 \$28,934
40.a	Dollar value of accounts reported above that have an active DPA	\$26,559	\$9,971	\$29,058	\$8,876	\$42,039 \$19,609	\$45,354 \$20,0		5 \$28,120 \$24,13			\$12,979 \$1,210	\$26,136 \$5,04			\$7,499 \$2,149
40.b	Dollar value of accounts reported above without an active DPA	\$171,138	\$51,614	\$194,577	\$94,209	\$225,250 \$174,364	\$245,102 \$168,8	64 \$211,761 \$105,68	8 \$193,242 \$114,39	9 \$150,316 \$68,078	8 \$153,867 \$51,34	\$147,485 \$36,924	\$210,589 \$24,71	3 \$256,432 \$18,09	4 \$166,014 \$24,865	\$115,247 \$26,786
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	2.308	657	1.898	722	3,064 1,759	1,912 1,1	54 2,129 1,14	0 1,679 99	1,603 900	6 1,462 84	3 1,262 633	1,377 52	3 1,749 50	2 1,793 453	3 1,616 524
41.a	Number of accounts reported above that have an active DPA	454	100	293	90	260 152	367 1		2 252 14		9 224 12	1 189 67	175 3	5 243 2	8 236 24	1 171 35
41.b	Number of accounts reported above without an active DPA	1,854	557	1,605	632	2,804 1,607	1,545 9	79 1,775 92	8 1,427 85	55 1,370 76		7 1,073 566	1,202 48	8 1,506 47	4 1,557 429	1,445 489
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$349.622	\$57.189	\$301.815	\$106,256	\$243,814 \$184,793	\$400,417 \$351,1	83 \$438,575 \$301,71	6 \$339,734 \$246,17	7 \$280,664 \$189,353	2 \$232,237 \$142,29	5 \$216,769 \$78,072	\$229,476 \$43,50	6 \$367.830 \$36.80	9 \$332,289 \$28,865	5 \$242,023 \$37,770
42.a	Dollar value of accounts reported above that have an active DPA	\$95,141	\$17,555	\$73,691	\$30,020	\$42,204 \$21,049	\$93,470 \$68,9					\$42,345 \$8,838	\$32,776 \$4,47			\$35,960 \$3,376
42.b	Dollar value of accounts reported above without an active DPA	\$254,481	\$39,634	\$228,124	\$76,236	\$201,610 \$163,745	\$306,947 \$282,2	19 \$332,297 \$236,30	1 \$281,287 \$203,90	6 \$223,812 \$147,810	0 \$186,217 \$114,08	\$174,424 \$69,234	\$196,700 \$39,02	7 \$295,970 \$30,87	8 \$272,399 \$24,046	\$206,064 \$34,394
43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	10,179	5,279	9,980	5,189	11,687 6,009	10,019 4,8	53 10,270 4,57	1 10,536 5,06	10,276 4,94	4 10,361 5,44	5 10,140 5,736	9,774 5,78	9 9,334 5,44	5 9,056 5,230	9,316 5,230
43.a	Number of accounts reported above that have an active DPA	4,679	1,954	3,301	1,275	3,506 1,251	2,834 8	97 2,470 76	3 2,304 80	2,344 86	2 2,531 1,013	2 2,625 1,103	2,102 95	2 1,900 83	3 2,014 84:	1 2,023 778
43.b	Number of accounts reported above without an active DPA	5,500	3,325	6,679	3,914	8,181 4,758	7,185 3,9	7,800 3,80	8 8,232 4,25	7,932 4,083	2 7,830 4,434	7,515 4,633	7,672 4,83	7 7,434 4,61	2 7,042 4,389	7,293 4,452
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$11,737,899	\$5,405,445	\$10,958,401	\$5,298,847	\$11,640,877 \$5,822,248	\$11,916,976 \$6,050,6	83 \$12,480,099 \$5,930,82	3 \$12,775,475 \$6,416,25	2 \$12,929,377 \$6,355,98	3 \$13,649,862 \$6,959,550	\$13,689,776 \$6,940,677	\$13,825,006 \$6,769,75	7 \$13,840,235 \$6,211,15	9 \$13,448,585 \$5,928,476	\$13,284,741 \$5,850,995
44.a	Dollar value of accounts reported above that have an active DPA	\$4,552,675	\$1,787,616		\$1,274,044	\$3,150,809 \$1,283,812	\$2,856,930 \$1,199,3			1 //- 1 -/ /		5 \$3,002,172 \$1,276,127	\$2,479,637 \$1,083,08		3 \$2,469,901 \$919,441	
44.b	Dollar value of accounts reported above without an active DPA		\$3,617,829		\$4,024,803	\$8,490,067 \$4,538,436	\$9,060,046 \$4,851,3		7 \$10,324,762 \$5,320,50	3 \$10,369,916 \$5,284,589	9 \$10,705,552 \$5,712,24	\$10,687,605 \$5,664,549	\$11,345,369 \$5,686,67		6 \$10,978,684 \$5,009,035	\$ \$10,902,915 \$5,059,991
45 45.a	Total Number of low-income delinquent accounts Number of accounts reported above that have an active DPA	15,958 5,324	7,064 2,112	14,513 3,739	7,207 1,443	17,935 9,498 4,018 1,539	15,188 7,5 3,456 1,1		0 14,999 7,30 1 2,717 1,03	,,,.	2 14,298 7,204 9 2,873 1,16	1 13,859 7,145 5 2,944 1,191	14,315 7,18 2,442 1,00	0 14,432 6,76 7 2,305 87	9 13,709 6,590 9 2,370 883	13,250 6,704 3 2,281 830
45.b	Number of accounts reported above without an active DPA	10,634	4,952	10,774	5,764	13,917 7,959		67 12,198 5,78	9 12,282 6,27				11,873 6,17			
46	Total Dollar Value of low-income delinquent accounts		\$5,524,219	\$11,483,851		\$12,151,981 \$6,201,014							\$14,291,207 \$6,843,01			\$13,649,511 \$5,917,699
46.a	Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	\$4,674,375 \$7.610.843		\$3,251,617 \$					6 \$2,537,280 \$1,162,15 6 \$10.799.292 \$5.638.80		8 \$3,003,769 \$1,280,844 7 \$11,045,637 \$5,877,664		\$2,538,549 \$1,092,60 \$11.752.658 \$5.750.41) \$2,425,285 \$796,528 5 \$11.224.226 \$5.121.171
40.0	Shut-Offs	,,∪±U,043	, , , , U, J, U / /	70,232,234	,±2J,24/	90,310,320 34,070,34 ²	ψο,υ±2,υσ4 φο,οU2,δ	o-, 910,437,313 93,240,39	υ ψ±υ,/ <i>σσ</i> ,εσε φσ,038,80	,, 9±0,744,044 95,500,47.	, 911,040,007 \$3,077,009	· +11,002,213 \$3,770,707	25,750,41	υ γιε,υιυ,ι/4 γο,ου2,11	.0 711,417,027 33,037,940	, 411,224,220 \$3,121,1/1
47	Number of low-income Accounts Sent Notice of Disconnection	94	61	209	98	436 217		203 20		0 0 (0 0 (0 0	0	0 0	0 0 0	0 0
48	Number of low-income Service Disconnections for Non-Payment	0	0	0	0	0 0	0	0 0	0 0	0 0	0 0	0 0	0	0 0	0 0 0	0 0
49	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.0%	0.0%	0.0%	0.0%	0.0% 0.0%	0.0% 0.0	0.0% 0.09	% 0.0% 0.0°	% 0.0% 0.0%	% 0.0% 0.09	6 0.0% 0.0%	0.0% 0.0	% 0.0% 0.0	% 0.0% 0.0%	6 0.0% 0.0%
	Restorations															
50	Number of low-income Service Restorations for non-payment Average duration of low-income service disconnection for restored accounts	0	0	0	0	0 0	0	0 0	0 0	0 0 0	0 0 0	0 0	0	0 0	0 0 0	0 0
21	Average duration of low-income service disconnection for restored accounts Write-Off	U	U	U	U	0 (U	U U	0	0 0	U U	, 0	U	U	0 (, 0
52	Number of low-income accounts Classified as Written-Off	210	193	117	66	212 149		41 169 9	6 139 10	113 5	2 225 14	5 116 70	106 6	1 116 6	0 141 84	1 128 69
53	Dollar Value of low income accounts classified as written-off	\$304,633	\$186,625	\$221,451	\$153,002	\$227,619 \$156,739							\$97,382 \$59,50			
54 55	Dollar Value of low-income write-off recoveries Dollar value of NET low-income A/R Write-Offs	\$96,776 \$207,858	\$94,249 \$92,376	\$80,007 \$141,444	\$62,634 \$90,368	\$106,920 \$50,808 \$120,700 \$105,931							\$81,807 \$19,64 \$15,575 \$39,86			
رد	poliar value of NET IOW-IIICOTHE A/N WITTE-OHS	92U1,030	72,570	7141,444	330,308	2120,700 \$103,931	/,252, /دد,۳دعد	11,20 بالربيد	7/7,30 الدرود ر	7,/4: مندرسرد	J 102,030 330,20.	240,532	210,070 239,80	34,10 \$4,10	·	202,023 \$32,209

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		Nov-	19	Dec-1	.9	Jan-	20	Feb-	20	Mar-2	0	Apr-2	0	May-	20	Jun-2	0	Jul-20		Aug-20	0	Sep-2	0	Oct-2	0	Nov-20	,
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas										
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	2,347	1,261	2,138	1,147	2,011	1,078	1,867	999	1,852	959	1,844	928	1,734	842	1,674	757	1,729	748	1,513	617	1,332	558	1,149	464	1,091	422
57	Percent of low-income customers enrolled on the AMP	7.2%	6.8%	6.8%	6.4%	6.4%	6.0%	5.6%	5.1%	5.5%	4.7%	5.4%	4.4%	5.1%	4.0%	4.8%	3.5%	5.0%	3.5%	4.5%	2.9%	4.1%	2.7%	3.7%	2.3%	3.6%	2.1%
58	Total receipts paid by enrollees	\$219,383	\$72,799	\$222,847	\$74,793	\$200,070	\$61,467	\$179,985	\$59,886	\$182,036	\$59,682	\$174,911	\$52,282	\$176,446	\$53,142	\$169,987	\$49,822	\$175,766	\$47,126	\$162,726	\$43,260	\$156,985	\$38,052	\$132,737	\$30,746	\$124,409	\$24,825
59	Total receipts paid by LIHEAP	\$0	\$3,709	\$2,110	\$11,530	\$36,213	\$25,870	\$74,091	\$253,815	\$7,121	\$26,905	\$4,584	\$28,185	\$10,793	\$50,571	\$3,575	\$3,715	\$11,284	\$12,390	\$4,936	\$6,198	\$11,458	\$29,620	\$0	\$0	\$0	\$0
60	Total billed to program participants, includes both arrears payment and current bill	\$557,167	\$231,332	\$425,213	\$156,771	\$319,584	\$122,285	\$333,394	\$121,349	\$314,142	\$100,333	\$264,190	\$96,089	\$293,670	\$133,017	\$523,678	\$204,455	\$557,442	\$196,236	\$515,476	\$197,220	\$519,523	\$181,162	\$431,561	\$171,062	\$446,524	\$133,140
61	Number of newly enrolled customers	176	81	128	54	163	81	164	73	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35
61.a	Number of newly enrolled customers: not associated with service restoration	176	81	128	54	163	81	164	73	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35
61.b	Number of newly enrolled customers: associated with service restoration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
62	Number of customers exited the program	295	183	360	194	285	136	249	102	133	73	41	16	71	26	293	157	104	45	268	156	238	92	244	97	163	78
62.a	Number of customers exited the program by default	246	166	309	177	246	123	215	90	103	61	20	10	50	22	261	150	45	25	233	147	180	66	193	79	134	68
62.b	Number of customers exited the program by cancellation	49	17	51	17	39	13	34	12	30	12	21	6	21	4	32	7	59	20	35	9	58	26	51	18	29	10
63	Number of customers successfully completing a 12-month program	48	16	40	10	35	22	41	34	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19
63.a	Number of customers successfully completing a 12-month program with remaining arrears	48	16	40	10	35	22	41	34	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill	2,240	980	1,823	755	1,875	834	1,586	666	1,587	625	1,526	629	1,439	633	1,420	607	1,473	607	1,222	491	1,090	419	1,012	368	950	331
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$3,146,234	\$1,366,937	\$2,527,992	\$1,140,121	\$2,510,229	\$1,225,429	\$2,264,291	\$1,115,584	\$2,242,512	\$1,014,857	\$2,171,163	\$1,017,078	\$2,061,851	\$964,650	\$2,215,844	\$918,765	\$2,332,116	\$893,786	\$2,040,340	\$746,723	\$1,879,947	\$653,612	\$1,676,734	\$576,314	\$1,632,315	\$530,333
66	Number of AMP program participants receiving LIHEAP	0	5	3	16	39	33	89	306	9	33	5	34	12	62	4	5	13	16	5	8	12	38	0	0	0	0
67	Percent of AMP customers receiving LIHEAP payments	0.0%	0.4%	0.1%	1.4%	1.9%	3.1%	4.8%	30.6%	0.5%	3.4%	0.3%	3.7%	0.7%	7.4%	0.2%	0.7%	0.8%	2.1%	0.3%	1.3%	0.9%	6.8%	0.0%	0.0%	0.0%	0.0%

Note: The collection agency referral process is automated. Therefore, agencies continue to receive referrals, but currently make no collection efforts due to COVID-19. For tracking purposes, I have included the number of accounts referred 1,857 1,235 1,539 1,032 1,510 944 1,819 1,055 2,183 1,291 1,593 984 UPDATE: Effective 10/1/2020, collection agencies are working all referrals.

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.

Joanne M. Scanlon

December 21, 2020 Date

National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST) Combined Service list updated 12/2/2020

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